

Job Description

Missouri State Highway Patrol

Class Title: Clerk Typist I - TND Support Services

Title Code: V00031

Effective Date: 04/03/07

Date Reviewed:

Date Revised:

Immediate Supervisor: Clerk Typist III

Position Supervised: None

FLSA Classification: Non-exempt

Working Hours: An employee in this position works an eight-hour shift as directed by the division director; however, working hours are subject to change at the discretion of the commanding authority.

POSITION SUMMARY

This is an entry-level clerical position. This individual performs routine clerical work by typing reports, forms, correspondence, lists, etc. The employee is expected to exercise discretion in handling sensitive and confidential information. An employee in this position is closely supervised; however, independent judgment is expected in the performance of routine duties.

DESCRIPTION OF DUTIES PERFORMED

(Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Processes applications received by individuals requesting enrollment in various academy courses; provides information to applicants, both orally and/or in written form regarding training schedule; generates invoices for payment for the requested course; enters information in the SAM II Financial System and Academy Training Tracking System (ATTS)

Codes and processes Recruit uniform expense reports; compiles and processes facility usage invoices and payments and maintains associated financial ledgers.

Generates and disseminates academy training schedules as needed; prepares monthly calendar of events; revises or creates various training forms, documents, and reports as requested.

Processes worker's compensation claims as needed; maintains all confidential medical files for Training Division Staff.

Answers the division telephone and provides non-technical assistance.

Assists other clerical and technical employees assigned to the Training Division as needed.

Serves as back-up to the division's special assistant as needed.

Performs other related duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of business English, spelling and arithmetic.

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Knowledge of modern office practices, procedures, and equipment.

Knowledge of basic office machines.

Knowledge of various computer software programs (e.g., Microsoft Word, Excel, PowerPoint, Lotus Notes).

Ability to learn Training Division policies and procedures.

Ability to work well with others and portray a professional demeanor when greeting the public.

Ability to read English effectively.

Ability to multi-task.

Ability to maintain a variety of clerical data and statistical reports.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to work independently with general supervision.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to maintain harmonious working relations with others.

Ability to alphabetize, transport, file and purge records and documents.

Ability to understand and follow oral and written instructions.

Possess the skill to type at a rate of 40 words per minute with ten (10) errors or less.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

MINIMUM EXPERIENCE, EDUCATION, AND TRAINING REQUIRED

(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Graduation from a standard high school or possess a GED.